MERCURY

People & Performance Management Excellence

14 – 18 December 2026
Cape Town (South Africa)



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Introduction

This People & Performance Management Excellence course builds strong capabilities in managing people effectively while driving sustainable performance improvement across modern organizations. It focuses on equipping participants with practical frameworks for leading teams, optimizing employee output, and strengthening organizational effectiveness. Learners will explore how performance management systems will align with strategic business goals. The program highlights how leadership behaviors influence motivation, engagement, and productivity at all levels. Participants will develop a deep understanding of how to balance human-centered leadership with performance-driven management practices. Professionals will build high-performing teams in dynamic, competitive environments.

Targeted Groups

This People & Performance Management Excellence training targets professionals seeking knowledge and skills:

- HR professionals are responsible for performance systems and employee development.
- Team leaders and supervisors manage daily workforce performance.
- Middle and senior managers aiming to improve leadership effectiveness.
- Organizational development specialists focused on workforce optimization.
- Project managers oversee team coordination and productivity.
- Business owners seeking structured people management strategies.
- Professionals transitioning into leadership and management roles.

Course Objectives

Participants will achieve the following objectives by completing the People & Performance Management Excellence course:

- Understand core principles of people management training and modern leadership practices.
- Apply performance management course frameworks to improve employee productivity and accountability.
- Design effective employee performance management systems aligned with organizational goals.
- Develop leadership and management skills for guiding teams with clarity and confidence.
- Implement talent management strategies to attract, develop, and retain high performers.
- Enhance communication and feedback techniques to strengthen workplace relationships.
- Utilize performance evaluation tools to measure and improve team outcomes consistently.
- Build strategic thinking capabilities for managing workforce performance effectively.

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Targeted Competencies

Participants will gain the following competencies during the People & Performance Management Excellence program:

- Ability to manage employee performance using structured performance management models.
- Strong leadership skills for guiding teams and improving workplace efficiency.
- Competence in designing and implementing HR performance management systems.
- Capability to apply coaching and feedback techniques for continuous improvement.
- Skills in analyzing team productivity and identifying performance gaps.
- Proficiency in motivating employees through engagement-driven leadership practices.
- Understanding of key performance indicators and workforce evaluation methods.

Studying Scenarios

In this People & Performance Management Excellence training, participants develop skills through the following scenarios:

- Managing underperforming employees using structured performance improvement plans.
- Leading cross-functional teams with conflicting priorities and improving collaboration.
- Designing a performance appraisal system for a rapidly growing organization.
- Handling employee motivation challenges in high-pressure work environments.

Course Content

Unit 1: Foundations of People & Performance Management

- Introduction to people management training principles and workplace leadership fundamentals.
- Understanding performance management course structures and organizational alignment.
- Key differences between traditional supervision and modern performance leadership.
- Role of managers in shaping employee performance and engagement outcomes.
- Core concepts of employee performance management and accountability systems.
- Importance of leadership and management skills in organizational success.
- Overview of performance-driven workplace culture and behavioral expectations.
- Building a foundation for sustainable talent management practices.

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Unit 2: Strategic Performance Management Systems

- Designing structured HR performance management frameworks for organizations.
- Aligning business strategy with performance objectives and operational goals.
- Establishing measurable KPIs for teams and individual contributors.
- Integrating performance evaluation systems into organizational workflows.
- Using data-driven approaches to assess workforce productivity and efficiency.
- Developing transparent performance appraisal methods for fairness and accuracy.
- Enhancing decision-making through performance analytics and reporting tools.
- Strengthening accountability systems across departments and teams.

Unit 3: Leadership, Coaching & Employee Development

- Applying coaching techniques to improve employee performance and engagement.
- Building leadership capacity for managing diverse workforce behaviors.
- Strengthening communication strategies for effective performance feedback.
- Developing mentoring systems to support continuous employee growth.
- Enhancing emotional intelligence in leadership and team management.
- Managing difficult conversations with underperforming employees constructively.
- Encouraging self-development through structured learning and feedback cycles.
- Creating a culture of continuous improvement and professional development.

Unit 4: Motivation, Engagement & Workplace Performance

- Understanding drivers of employee motivation in modern organizations.
- Applying engagement strategies to improve workforce commitment levels.
- Designing reward and recognition systems aligned with performance goals.
- Managing workplace behavior to enhance productivity and collaboration.
- Reducing performance barriers through effective leadership interventions.
- Strengthening team morale through communication and trust-building practices.
- Linking motivation strategies with organizational performance outcomes.
- Addressing burnout and maintaining sustainable performance levels.

Unit 5: Performance Evaluation, KPIs & Continuous Improvement

- Establishing effective performance measurement systems using KPIs.
- Conducting structured performance reviews and appraisal discussions.
- Identifying performance gaps and implementing improvement strategies.
- Using feedback loops to support continuous employee development.
- Analyzing workforce data to enhance decision-making processes.
- Aligning individual performance with organizational success indicators.
- Improving team productivity through performance monitoring tools.
- Developing long-term performance improvement and optimization plans.

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Final Insights & Key Takeaways

This course builds a strong foundation in people and performance management by integrating leadership, strategy, and workforce optimization principles. It enables professionals to transform teams into high-performing units aligned with organizational goals.